

HEALTH & WELFARE

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August 31, 2007

Stacie Kaes, Administrator Woodland Retirement Estates 20278 US Highway 30 Buhl, ID 83316

Dear Ms. Kaes:

On August 21, 2007, a complaint investigation survey was conducted at Woodland Retirement Estates. The survey was conducted by Maureen McCann, RN, Polly Watt-Geier, LSW and Debra Sholley, LSW. This report outlines the findings of our investigation.

Complaint # ID00002813

Allegation #1: The facility failed to obtain emergency services for an identified resident.

Findings: Review of the identified resident's record revealed the facility administrator/nurse

visited the facility on the morning of March 26, 2007 to gather the resident's vital

signs as she had some increasing shortness of breath. The facility

administrator/nurse documented, "respirations were normal with a small congested and slightly productive cough." Throughout the evening of March 26, 2007, the caregivers notified the nurse about the resident having an increase of shortness of breath. The caregivers were instructed to treat the resident's shortness of breath with the resident's nebulizers and continuos oxygen. Additionally, the record documented the resident had refused to have 911 called or to be seen by a physician on March 26, 2007 and the facility administrator/nurse had been in contact with the family and

had initiated a physician's appointment for March 27, 2007.

The facility administrator/nurse and caregivers were interviewed on August 21, 2007 at 9:32 a.m. and 11:15 a.m. They stated the resident normally had shortness of breath related to her chronic obstructive pulmonary disease (COPD) which was

treated with continuous oxygen and nebulizers.

Conclusion: Unsubstantiated. Although it may have occurred, it could not be determined the

identified resident had a change in condition with signs or symptoms of illness

which would have required emergency services intervention.

Allegation #2: The facility administrator erased all the computer log entries regarding how ill an

identified resident had become.

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Findings:

On August 21, 2007 the facility's computer logs including progress notes and daily

log notes were reviewed and entries were found regarding the condition of an

identified resident for March 2007.

Conclusion:

Unsubstantiated. Although it may have occurred, it could not be determined during

the complaint investigation.

Allegation #3:

The facility failed to obtain emergency services for an identified resident.

Findings:

Review of the identified resident's records on August 21, 2007, revealed no documented evidence the identified resident had been ill prior to her passing. The administrator was interviewed on August 21, 2007 at 9:46 a.m., she stated the identified resident seemed normal prior to going to sleep. She further stated the resident had gotten up between 4:00 a.m and 5:00 a.m., to use the restroom and was found with no pulse around 6:00 a.m., when the caregiver went in to assist the

identified resident with a shower.

Conclusion:

Unsubstantiated. The resident had not shown any signs or symptoms of illness that

would have required emergency services intervention.

Allegation #4.

The facility failed to provide identified residents with a call system.

Findings:

On August 21, 2007 between 8:30 a.m. and 9:10 a.m., the facility was observed to have a call system in which residents used call pendants. On August 21, 2007 at 8:45 a.m., a caregiver was interviewed and stated the facility had a call system in place for residents to utilize. She also stated she was not aware of a time residents

did not have access to a call system.

Conclusion:

Unsubstantiated. Although it may have occurred, it could not be determined during

the complaint investigation.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report. Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,

DEBBIE SHOLLEY, LSW

Team Leader

At for

Health Facility Surveyor

Residential Community Care Program

DS/sc

c:

Jamie Simpson, MBA, QMRP, Supervisor, Residential Community Care Program

Debra Sholley, LSW, Health Facility Surveyor